

Elvington Medical Practice

Autumn Newsletter
2025



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Staff News and New Starters

Patient Services Team

Our patient services team has two new members, **Cherry Finlay** and **Bethany Jackson**. You see them on reception or speak to them over the telephone when contacting the practice.



Cherry Finlay



Bethany Jackson

Dispensary

Our dispensary team have two new members, **Karen Prudames** and **Stacey Butler**. You may have seen them around the practice or out and about delivering medications, as these two ladies are also the practice delivery drivers. Karen also works within the patient services team too!

Registrars

Staying with us is Dr Eleanor Warburton, who some of you may already have met. Joining us is Dr Benjamin Lowery and Dr George Claeys-Sheridan. These registrars will be with us until February 2026 while training.

Taking care of you

Practice Updates

Digital Healthcare at Elvington Medical Practice

A focus of the NHS plan over the next 10 years is to shift from 'analogue to digital' (Wes Streeting, Secretary of State for Health and Social Care, September 2024).



BOOK YOUR GP

How are we doing this already at Elvington Medical Practice?

We use a variety of digital solutions to help us improve the efficiency and effectiveness of the care that we provide:

- New patients can register at the practice online via this [link](#).
- You can contact us online with a medical or administrative query via this [link](#) or through the [NHS App](#) (**43%** of requests for appointments came in online or via the NHS App between 1 January - 22 May 2025).
- We send questionnaires relevant to your health and well-being via text message or email. Completing these questionnaires may prevent the need to attend the surgery for an in-person appointment with a member of our healthcare team. Responding to these messages allows us to ensure that we are managing your condition effectively. All information that you send us using our NHS approved providers is confidential. Our questionnaire response rate is currently **67%**.
- We have recently partnered with **BookYourGP** which is an automated recall system for patients who have chronic health conditions or who take medication that requires regular monitoring. It also helps us to be proactive in managing your wellbeing by identifying people who are eligible for vaccinations to prevent conditions such as pneumonia or shingles.
- We are working with our Patient Participation Group to update our practice [website](#).

How can you help us?

- Have we got your updated mobile number or email address? Let us know if you have a preferred method of how we contact you by following this [link](#).
- Help us to improve our questionnaire response rate - responding to our request for information may help to free up appointments for those of you who need to be seen in person.

If you receive a notification from **BookYourGP**, please [contact us](#) to arrange the necessary appointment or blood test.

WEAR IT
PINK

BREAST
CANCER
NOW
The research &
support charity

The whole of October is Breast Cancer Awareness Month.
Official day 13th October – Don't forget to check your
breasts!

I'M WEARING PINK FOR
BREAST CANCER NOW

Greener Practice Initiative

We are delighted to be signed up to the Green Impact for health Toolkit and is actively taking steps to reduce our carbon footprint.

Greener Practice www.greenerpractice.co.uk

At Elvington Medical Practice, we are dedicated to becoming a sustainable organisation and taking meaningful steps to protect the environment. We believe that everyone has a role to play in safeguarding our planet, and we encourage our patients to join us in these efforts.



We are actively working to:

- Reduce waste and improve energy efficiency.
- Minimise the use of paper and plastics by promoting online services such as ordering your prescription online via the NHS App or via the link on our website rather than asking us to print off a repeat slip for you to use. The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).
- You can access NHS App services on a desktop computer
- While the NHS App itself is designed for smartphones and tablets, you can access the same services through a web browser on your desktop or laptop by logging in on the NHS website.
- Here's how:
 1. Go to the NHS website.
 2. Find the "Login" or "NHS App" section.
 3. Log in using your NHS login details.
 4. You will then have access to the same services as the app on your computer.
- This allows you to manage your NHS services, such as booking appointments, ordering repeat prescriptions, and viewing your health records, even without a smartphone or tablet,
- Responsibly sourced products across all aspects of our operations.
- Eating for health
- Fortunately, the healthiest diet for our own health also turns out to be the healthiest for our planet too.
- Diets that are low in animal products and high in vegetables protect us from heart disease, bowel cancers and many other conditions.

For more information on a planetary diet, good for both you and the planet, you could start here: <https://www.youtube.com/watch?v=Plc42oIU0Ik>



Patient Surveys and Thanks from the Practice

The GP patient survey is conducted by NHS England. This covers GP Practice surveys and asks about your last contact, last appointment and overall experience with your GP Practice. Patients who were selected have already been contacted.

Please see the GP patient survey stats below. **We are very pleased to say that we are up on last years %, in 2024 we 72% whereas this year we have increased to 82%**

Thank you to all our patients for your continued support and constructive feedback. This helps us to improve our service and continue providing the care you patients deserve.

For more info go to: [GP Patient Survey](#)

Our dispensary team have been working extremely hard to maintain a more efficient turn around for prescriptions. They're working consistently at a maximum of 3-5 days! 😊. Dispensary notifications will soon be sent to you via email rather than text message. Please remember to update the practice with your email details.

Repeat prescriptions? ☒

Only order what you need



10% of medicines prescribed nationally are not needed



In Humber and North Yorkshire we spend **£22 million** a month on repeat medications.



Speak to your **pharmacy team** about only ordering what you need

Find out more about our medicine waste campaign at: letsgetbetter.co.uk/yourmeds/

Dates to Remember

PLT Afternoon – Elvington Medical Practice will be closed for protected learning from **12.00-18.30pm Tuesday 16th September 2025**. In a medical **emergency** between 12.00-18.30pm please phone 01904943777, after 18.30pm please call 111.

Flu & Covid Vaccination Clinic –

Saturday 11th October

Watch This Space!

Elvington Medical Practice are launching a new website. We will keep you posted for the switch on!



GP PATIENT SURVEY

Results from the 2025 survey

Practice details

Elvington Medical Practice

Elvington Surgery, York Road,
Elvington, YO41 4DY

B82081 Practice code

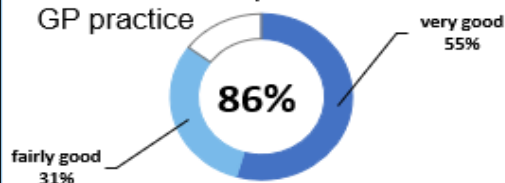
295 surveys sent out

127 surveys sent back

43% completion rate

Overall experience

Good overall experience of this GP practice



	Very Good	Fairly Good
National	75%	44%
ICS	77%	47%



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

Taking care of you

What should you do if you require medical attention outside of normal practice hours?

- ❖ **RING 111: If urgent but not life threatening**
- ❖ **RING 999: If urgent and life threatening**
- ❖ **Attend A&E: Only if serious and or life-threatening emergencies**
- ❖ **Attend Urgent Care Centre or Minor Injuries: Injuries needing urgent attention**

Contact the Practice

Elvington Medical Practice

York Road, Elvington

York

YO41 4DY

Phone: 01904 608224

Email: hnyicb-
voy.empsecretary@nhs.net

Monday	8 am–6:30 pm
Tuesday	8 am–6:30 pm
Wednesday	8 am–6:30 pm
Thursday	8 am–8 pm
Friday	8 am–6:30 pm
Saturday	8 am–10:00 am
Sunday	CLOSED

Flu & Covid Vaccinations

Under the government's direction, we are able to offer flu vaccination from 01 September for the following patient groups. We will send invitations to attend the practice to all those who are eligible.

- Pregnant ladies
- All children aged 2 – 3 years
- 6 months to 17 years with certain long-term health conditions
- 18 years – 25 years and on SEN register

The 'MAIN EVENT' clinic will be held all day on Saturday 11 October at Elvington Medical Practice. Eligibility for this clinic is for:

- Those aged 18 years to under 65 years in clinical risk groups
- Those aged 65 years and over (including those who are 64 but will be 65 on or before 31 March 2026)
- Carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- Close contacts of immunocompromised individuals

We shall be offering both the FLU vaccination and COVID booster. You can choose on the day if you would like to receive one or both vaccinations.

We will be sending invitations to everyone who is eligible to attend the MAIN EVENT vaccination day from the 30th of August.

We look forward to seeing you for another jam-packed vaccination day 😊



Taking care of you

News from your Patient Participation Group



Travel Vaccines

If you are travelling abroad the practice can give you general advice about travel vaccinations and travel health. If you would like advice or believe that you may need one or more vaccinations before you travel, contact the practice via the website at least 12 weeks before you travel. Initially a specialist nurse will arrange a telephone appointment to discuss your plans, your medical history and what, if any, vaccinations you will need. If you are a family travelling each adult will need a separate telephone appointment. These calls typically last about 10 minutes. Following these calls you will be booked in for any vaccines that you need and which the practice can provide.

The Practice provides those travel vaccinations which are available free on the NHS. These are:

1. Polio (given as a combined diphtheria/tetanus/POLIO jab)
2. Typhoid
3. Hepatitis A
4. Cholera

These vaccines are free because they protect against diseases thought to represent the greatest risk to public health if they are brought into the country.

You will have to pay for travel vaccinations against:

1. Hepatitis B
2. Japanese encephalitis
3. Meningitis
4. Rabies
5. Tick borne encephalitis
6. TB
7. Yellow Fever
8. Malaria (given through a course of tablets)



Yellow Fever vaccines are only available from designated centres details of which can be found on the NHS website (www.nhs.uk/conditions/travel/vaccinations)

If you are unsure about which, if any, vaccines you need for individual countries the NHS website (and others e.g. www.travelhealthpro.org.uk) carry full details of what is needed.

The Practice has a very detailed information leaflet about travel health advice. Vaccination against disease is important but you may wish to know, for example, if it is safe to swim at your destination, if it is safe to drink the water, what foods to avoid, what personal hygiene measures may be more important than they may be at home and what to do if you suffer from traveller's diarrhoea (the most common illness travellers are exposed to and for which there is no vaccine). You can travel well prepared and the information leaflet available from the practice will help you achieve this and hopefully help you enjoy your holiday free from any health issues.

Have Your Say!

Your PPG are happy to hear any comments about the Practice, good or bad, any complaints, feedback and certainly any suggestions you may have.

The Waiting Room has suggestion forms to complete and pop into the Suggestion Box. The PPG read, respond and/or refer to the Practice.

Also, following appointments, you may be selected at random to complete a feedback form 'Friends and Family'. The Practice follow up on any comments.



Missed Appointments

Much publicity has attached to the subject of missed appointments within the NHS and the cost to both hospitals and general practices in terms of wasted costs and time.

Nationally it is estimated that one in twenty appointments with GPs and nurses are missed. Missed appointments are those missed without enough notice to enable the practice to offer that appointment to another patient,

Elvington performs better than the national average and the practice partners and staff are grateful for that, but nevertheless every appointment missed without notice is an opportunity lost to offer another patient an earlier appointment.

For the period 1 May 2025 - 31 July 2025 the practice booked 7324 Face to face appointments and in 233 cases (3.2%) the patient did not attend and did not give any notice.

The Practice understands that there are many reasons why patients may not be able to attend a booked appointment, but the plea is that if you are unable to attend a booked appointment, please let the practice know as soon as possible.



Macmillan Cancer Support

Your PPG at Elvington Medical Practice invite you to come along to our Macmillan Coffee Event to be held on Friday 26th September 2025 - 10am to 2pm at the Practice.

Please join us for a coffee (or tea) and a delicious slice of homemade cake.

We look forward to seeing you!!



Elvington Medical Practice employ one Clinical Pharmacist and one Pharmacy Technician; these are registered healthcare professionals who provide support to the practice team.

Clinical pharmacists

A clinical pharmacist is a healthcare professional trained to provide expert advice on medicines, manage complex medication plans, and support patients directly within healthcare settings. The role of a clinical pharmacist goes beyond traditional pharmacy duties, focusing on patient-centred care, medication optimisation, and improving treatment outcomes. As part of the NHS clinical pharmacist role, they work alongside GPs, nurses, and wider healthcare teams to reduce workloads, manage long-term conditions, and enhance patient safety.

The benefits of Clinical Pharmacists in primary care include:

- Medicines optimisation in primary care, ensuring patients receive the most effective, safe treatments.
- Managing complex medication regimes for patients with multiple conditions.
- Supporting GPs by handling medication reviews, repeat prescriptions, and patient consultations.
- Helping with managing long-term conditions and chronic disease management to reduce hospital admissions and improve quality of life.

Having clinical pharmacists in GP practices means that GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions. This helps GPs to manage the demands on their time.

Pharmacy technicians

Pharmacy technicians are now involved in almost every aspect of medicines management and daily operations in general practice. Their key duties reflect a broad set of pharmacy technician responsibilities and skills.

Typical Pharmacy Technician skills and tasks include:

- Managing and processing repeat prescriptions accurately within their scope of competence
- Medicines reconciliation after hospital discharge or changes in care
- Supporting GPs and pharmacists with medication reviews and safety checks
- Organising and updating records to ensure safe, auditable practice
- Preparing for audits, QOF submissions, and other quality improvement projects
- Working as part of a wider pharmacy technician GP practice team, collaborating closely with admin, clinical, and pharmacy staff

Pharmacy technicians keep workflows efficient; help reduce prescribing errors and are crucial to the safe running of modern GP practices.

Unwanted or Unloved Bras for Breast Cancer Care

Your Patient Participation Group is involved in an initiative to collect

Unwanted & Unloved Bras

for Breast Cancer Care

(To be recycled - Must be clean please)

Please bring any unwanted or unloved Bras into the Practice and pop them in the Bin sitting in the

Reception doorway.

Many thanks for your support.

This bra recycling scheme takes your unwanted or unloved bras and through our network of bra banks raises vital funds for pioneering breast cancer research.

Together with recycling partners, the textile recovery project prevents these bras going into landfill before giving them a new lease of life.

Successful ventures like this provide employment and an income for people living in the UK. Any bras that are genuinely beyond redemption are dismantled and disposed of properly.

For every tonne of bras collected, Against Breast Cancer receives £700 to fund research. With over 30 million women in the UK, you could really help make a difference!



**RECYCLE
YOUR
BRAS FOR
BREAST
CANCER**

